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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

Sheet 1 of 1

**Complete if Known**

Application Number	09/945,032
Filing Date	08/31/2001
First Inventor	Burgin, et al.
Art Unit	2152
Examiner Name	Lesniewski, Victor D.
Attorney Docket No.	1160215.0531071

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number - Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear
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**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> - Number <sup>4</sup> - Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear	T <sup>6</sup>
VZ		WO97/44767	11-27-1997	Cook, et al.		
VZ		WO98/32107	07-23-1998	Padwa.		
VZ		WO00/29977	05-25-2000	Mukherjee.		

**OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
VZ		Wendell Lansford, "Real-time interactive sales and services across the Internet: Optimizing the customer experience", Call Center Solutions volume 17 number 5, pages 54-59, November 1998.	
VZ		"Basic Education Software Tool: Arithmetic", Degem Systems.	

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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